# CHANGE NOTICE FORM

## MASTER INFORMATION TECHNOLOGY SERVICES CONTRACT # 4400004480

Commonwealth of PA – Department of Health

&

Appriss Inc

PO Number: 4300494349

This Change Notice to Purchase Order # 4300494349 is made this 30ᵗʰ day of April 2018 ("Effective Date"), by and between the Commonwealth of PA – Department of Health ("Commonwealth") and Appriss Inc ("Contractor").

The Commonwealth and Contractor are responsible for promptly obtaining all required consents necessary to authorize the Contractor to perform the Services set forth in this Change Notice.

## B. Project Overview and Tasks

### Clinical Alerts Requirements

1. The Clinical Alerts module shall include a configuration screen to allow the PDMP State Administrator to configure custom automated alerts and/or notifications for registered prescribers. When this feature is enabled, these alerts run daily in the background delivering custom alerts and notifications (if configured) without the need for manual input from the PDMP state administrator.

2. The Clinical Alerts Module shall include three alert types for prescribers with two alert methods, all configurable by the State Administrator.

    a. **Alert types**

        i. **Prescriber & Dispenser Thresholds:** This customizable Clinical Alert is triggered when a patient meets of or exceeds the values entered for "Count of Prescribers" and/or "Count of Pharmacies" within a set time period. This Clinical Alert can be configured to deliver automatic alerts and/or notifications via Patient Alerts, Email, and PMP Reports. This alert supports optional custom disclaimer text to be displayed in the selected alert or notification.

        ii. **Daily Active MME Threshold:** This customizable Clinical Alert is triggered when a patient meets or exceeds the value entered for "Daily Active MME". This Clinical Alert can be configured to deliver automatic alerts and/or notifications via Patient Alerts, Email, and PMP Reports. This alert supports optional custom disclaimer text to be displayed in the selected alert or notification.

        iii. **Opioid & Benzodiazepine Threshold:** This customizable Clinical Alert is triggered when a patient has active concurrent prescriptions for both an opioid and a benzodiazepine within any time period. This Clinical Alert can be configured to deliver automatic alerts and/or notifications via Patient Alerts, Email, and PMP Reports. This alert supports optional custom disclaimer text to be displayed in the selected alert or notification.

    b. **Alert Methods:**

        i. **Prescriber Alert Method – Patient Alerts (DEFAULT):** The Patient Alerts Alert Method is the default alert type and is displayed within the PMP AWARxE application to prescribers. An overview is available on the My Dashboard screen with additional, specific patient detail listed in the Patient Alerts screen. This alert is triggered when a Clinical Alert threshold has been met or exceeded. Optional Email notifications may be enabled for this alert type.

        ii. **Prescriber Notification Method – Email Notification:** The Email Notification Method is an optional prescriber notification available for the default Patient Alerts. The email notifies the prescriber that a patient under their care has met or exceeded a Clinical Alert

threshold. The prescriber is directed to login to their My Dashboard Patient Alerts in the PMP AWARxE application to identify and view the specific patient alert details. No patient information is contained in the email. The specific patient alert details are offered in PDF format on the alert dashboard. PDMP Administrators may configure the text and format of these PDF alerts.

3. Prescriber & Dispenser Thresholds shall count pharmacy chain stores as one, regardless of location, if the patient record is available across all stores. For example, if a patient went to 6 different CVS locations, the Prescriber & Dispenser Thresholds should only count that as 1. DOH will provide a list of pharmacy groups.

4. Each alert type shall include a disclaimer. The language of the disclaimer must be customizable by the PDMP administrator.

5. Daily Active MME Threshold shall exclude Medication Assisted Treatment (MAT) drugs from the MME calculation, including but not limited to: buprenorphine (Subutex and Suboxone).

6. Patient Alerts shall be displayed on the PDMP patient reports in the PMP AWARxE application, including when they are downloaded in the PDF format.

7. Email Notifications shall have a customizable "no repeat interval" that prevents prescribers from receiving repetitive alerts on the same patient within the set time period.

8. Email Notifications shall send a maximum of one email per interval period (as defined by the state administrator) to any prescriber or dispenser. This email shall be a summary email to notify the prescriber or dispenser the number of patients which have triggered each of the alerts. For example, if a prescriber has 1 patient who triggered the "Prescriber & Dispenser Threshold" alert and the "Daily Active MME Threshold" alert, and 1 patient who triggered the "Daily Active MME Threshold" alert and the "Opioid & Benzodiazepine Threshold" alert, then the email should list:

| Alert Type | Number of Patients |
|---|---|
| Prescriber & Dispenser Threshold | 1 |
| Daily Active MME Threshold | 2 |
| Opioid & Benzodiazepine Threshold | 1 |

9. Email Notifications shall only be sent to providers who have at least 1 patient who triggered an alert.

10. Email Notifications shall include brief descriptions of each of the alerts as well as instructions for how to view the alerts in the PMP AWARxE application.

11. All alert types can be viewed by all roles, including delegates. All roles chosen by the PDMP state administrator will see the alerts for a specific patient when viewing the PDMP report for that patient.

12. Appriss shall provide the following statistics to DOH on an ad-hoc or monthly basis:

    a. Number of Patient Alerts triggered
    b. Number of Patient Alerts viewed by users
    c. Number of Email Notifications sent
    d. Number of Email Notifications opened
    e. Number of Email Notifications bounced, and a list of email addresses which bounced.
    f. List of all users who had alerts including which alerts were triggered and when they were triggered.

13. Patient alerts shall be viewable indefinitely.

14. State administrators shall be able to generate letters based on clinical alert thresholds to notify prescribers not registered with AWARxE, or whose DEA number did not match that of a registered user's account, of patients who have exceeded specific threshold levels.

**Assumptions:**
- Clinical Alerts are based upon the Prescriber DEA (PRE02) in submitted controlled substance reports.
- Clinical Alerts are delivered to practitioners whose personal DEA in AWARxE match that of the Prescriber DEA in a submitted controlled substance report.
- Clinical Alerts cannot be filtered by role. (e.g. Veterinarians could not be excluded from receiving Clinical Alerts.)
- Clinical Alerts cannot be retracted/amended. (e.g. If the incorrect Prescriber DEA was submitted and triggered an alert, if/when the pharmacy corrects the Prescriber DEA, the already generated alert will not be deleted from the original recipient's dashboard/queue.)
- There is a default 30 day no repeat interval for Clinical Alerts. (e.g. A prescriber that receives a MME/D alert for a patient will not receive another MME/D alert for that patient even if they write additional opioid scripts for the patient over the next 30 days.)

**Excluded from scope:**
- Custom letter templates per Clinical Alert type are not provided.
- Prescriber users will not have the ability to dismiss or delete Clinical Alerts.
- Administrators cannot disable the default alert method "Prescriber Alert Method – Patient Alerts".
- Administrator will not have the ability to create their own unique alert type outside of the three provided Clinical Alerts.

## C. Time Estimates / Delivery Schedule

The Clinical Alerts enhancements service shall be provided to PA PDMP Office by June 30, 2018 with the exception of Item # 4, which shall be provided by July 31, 2018.

The Clinical Alerts shall be delivered to PA PDMP Office by June 30, 2018 and thereafter an annual ongoing fee will be charged.

| Item No. | Deliverable | Deployment date | Cost |
|---|---|---|---|
| 1 | Enhancement 1<br>Display Clinical Alerts on PDF export<br>(PMPAWARE-9099) | 6/30/2018 | $9,621.00 |
| 2 | Enhancement 2<br>Provide summary email of alert types over interval period<br>(PMPAWARE-9100) | 6/30/2018 | $9,621.00 |
| 3 | Enhancement 3<br>Clinical Alert statistics monthly report<br>(REPORTAE-469) | 06/30/2018 | $9,637.00 |
| 4 | Enhancement 4<br>Ability to count multiple dispensers (pharmacy chain stores) as one<br>(PMPAWARE-9097 and PMPAWARE-9098) | 7/31/2018 | $19,242.00 |
| 5 | Clinical Alerts Base Package | 6/30/2018 | $15,000.00 |
| 6 | Annual Ongoing Fee - Charged Day 1 of Deployment | 6/30/2018 | $5,000.00 |
| **TOTAL** | | | **$68,121.00** |

Total cost of this set-up is $68,121.00.

An annual ongoing fee of $5,000 will be charged starting July 1, 2019.

In accordance with Sections 16 (INVOICES) and 18 (INSPECTION AND ACCEPTANCE) of the Terms and Conditions of the Master Information Technology Services Contract #4400004480, Appriss shall invoice the Commonwealth for services performed only after acceptance of the services.

## E.  SOW Acceptance

This Change Notice is acceptable to the Commonwealth and the Contractor. Intending to be legally bound, the Commonwealth and Contractor agree to modify the Statement of Work attached to the PO # 4300494349 as outlined in this Change Notice.

Approved (date): _____
(entered by Commonwealth)

**Contractor**

_____
Authorized Contractor Signature

Robert Cohen
Printed Name

President, Appriss Health
Title                              Date
4-26-18

**Commonwealth of PA – "Agency"**

_____
Authorized Agency Signature

Patrick Keating
PATRICK KEATING
Printed Name
CIO
4/27/18
Title                              Date

**Contractor**

_____
Authorized Contractor Signature

_____
Printed Name

_____
Title                              Date

**Commonwealth of PA – "Agency"**

Meghna Patel

_____
Authorized Bureau/Office Signature
Meghna Patel

_____
Printed Name
Director, PDMP Office

                                   04.27.2018
Title                              Date

## F.  Project Completed and Accepted

The Project was completed in accordance with this Change Notice.  The parties hereby accept as completed all work indicated in this Change Notice.

Approved (date): _____
(entered by Commonwealth)

| **Contractor** | **Commonwealth of PA – "Agency"** |
|---|---|

Authorized Contractor Signature

Authorized Bureau/Office Signature
Meghna Patel

Printed Name

Printed Name
Director, PDMP Office

Title      Date

Title      Date

PLEASE ATTACH HARD COPY OF PURCHASE ORDER
REFERENCING THIS CHANGE NOTICE